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**Statistics Canada**

## **Statistics Canada: Road to Accessibility, 2026-2028**

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# Statistics Canada: Road to Accessibility, 2026 to 2028

Accessibility Secretariat

31/12/2025

To request an alternate format (such as large font, braille, American Sign Language and langue des signes québécoise), you can send a request to the Project Coordinator, Accessibility Secretariat, by

- mail: Accessibility Secretariat, Statistics Canada, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6
- phone (and video relay service): 1-800-263-1136
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# Statistics Canada: Road to Accessibility

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# Statistics Canada: Road to Accessibility

## Message from the Chief Statistician

Statistics Canada produces data to help Canadians better understand their country and its population, resources, economy, environment, society and culture. To fulfill this mandate, we must ensure that our data, services and workplace are inclusive and accessible for every person, including those with disabilities.

The Canadian Survey on Disability remains a cornerstone of our efforts to better understand and respond to the needs of Canadians with disabilities. But beyond data, we are committed to fostering an environment where everyone—employees, data users and stakeholders alike—can fully participate.

I am proud of the meaningful progress we have made. We launched the accessibility ambassador initiative, empowering employees to champion accessibility across the agency. Communications were enhanced through the release of survey data in accessible formats, including audio, closed captioning, American Sign Language and langue des signes québécoise. Employees participated in panels and stories highlighting lived experiences during National Accessibility Awareness Week. Importantly, we improved our accommodation processes by reducing wait times and advancing projects to better support employees with disabilities.

Our commitment has set us on the path toward achieving the [Accessible Canada Act's](#) goal of establishing a barrier-free public service by 2040. It is with immense pride that I present the second edition of *Statistics Canada: Road to Accessibility*. This plan sets clear agency-wide goals for the next three years.

We aim to be an agency that reflects Canada's diversity, where all employees can thrive and reach their full potential, and where differences are embraced. Our senior leadership team is dedicated to advancing accessibility and making lasting change. While we have made strides in our equity, diversity and inclusion goals, our journey is ongoing, and we remain dedicated to continuous improvement.

Together, we will build an accessible future. Through collaboration, courage and commitment, Statistics Canada will lead by example in advancing inclusive and impactful statistical programs that serve all Canadians.

**André Loranger**  
**Chief Statistician of Canada**

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## Message from the Champion for Persons with Disabilities

Since stepping into the role of Champion for Persons with Disabilities in 2023, I have witnessed a growing dedication across our agency to advancing accessibility. It is a privilege to collaborate with the Persons with Disabilities Committee, whose passion and commitment energize our shared mission to break down barriers and foster an inclusive environment for all.

I am honoured to present the second edition of *Statistics Canada: Road to Accessibility*. This plan reflects the voices, insights and lived experiences of our colleagues and Canadians who rely on our services. It is the product of thoughtful, extensive consultations—grounded in respect, empathy and a sharp vision for change.

Accessibility is not just an initiative; it is a collective responsibility that demands our ongoing attention and action. In times that challenge us in many ways, we must rise together to ensure that no one is left behind. Removing barriers—physical, digital, cultural or attitudinal—is essential to creating a workplace and service environment where everyone can thrive.

This journey requires each of us to be vigilant, proactive and courageous. It calls on all of us—regardless of our direct experience with disability—to be allies, advocates and champions for inclusion. The progress we have made is meaningful, but much more needs to be done.

Together, we will build on our achievements and strive for a future where accessibility is seamlessly woven into every aspect of our work. This plan is our roadmap forward—one that calls on us to listen, learn, innovate and act with purpose.

Let us embrace this opportunity to lead with compassion, drive change and create a truly accessible Statistics Canada for everyone.

**Sébastien Larochelle-Côté**  
**Champion for Persons with Disabilities and**  
**Director General, Socioeconomic Statistics and Social Data**  
**Integration Branch**

# Statistics Canada: Road to Accessibility

## General

To request an alternate format (such as large font, braille, American Sign Language and langue des signes québécoise), you can send a request to the Project Coordinator, Accessibility Secretariat, by

- mail: Accessibility Secretariat, Statistics Canada, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6
- phone (and video relay service): 1-800-263-1136
- email: [statcan.accessibilitysecretariat-secretariataccess.statcan@statcan.gc.ca](mailto:statcan.accessibilitysecretariat-secretariataccess.statcan@statcan.gc.ca).

## Feedback

We want to hear from you.

You can provide feedback on the barriers you experience when interfacing with Statistics Canada or feedback that will help inform the future of accessibility at the agency. Your feedback will be considered as part of the continuous improvement of our accessibility efforts. The feedback we receive will be included in our progress reports, which are published in the years between accessibility plans. The director of the Equity, Learning and Employee Experience Division is designated to receive feedback for Statistics Canada.

### How to provide feedback

- Mail: Accessibility Secretariat, Statistics Canada, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6
- Phone (and video relay service): 1-800-263-1136
- Email: [statcan.accessibilitysecretariat-secretariataccess.statcan@statcan.gc.ca](mailto:statcan.accessibilitysecretariat-secretariataccess.statcan@statcan.gc.ca)
- [Feedback form](#) on our website

Want to send us feedback anonymously? Use our accessibility [feedback form](#).

For more information, please consult the [privacy notice](#).

## Definitions

This document uses the following definitions:

- Accessibility
  - "The degree to which a product, service, program or environment is available to be accessed or used by all" ([Glossary: Accessibility Strategy for the Public Service of Canada](#), Treasury Board of Canada Secretariat, 2020).
- Accessibility confidence
  - The ability of organizations to "manage disability as a business priority related to customer experience, talent, productivity,

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innovation, new product development, brand reputation and investment in human potential” ([Disability confidence: What does it really mean?](#), Business Disability International, 2018).

- Barrier
  - “Means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation” ([Accessible Canada Act](#), 2019).
- Disability
  - “Means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society” ([Accessible Canada Act](#), 2019).
- Persons with disabilities
  - The United Nations Convention on the Rights of Persons with Disabilities describes persons with disabilities as those who have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.
  - For the purposes of this plan, the persons who experience barriers who were consulted included
    - persons who reported having a disability
    - persons with an impairment or a health condition
    - persons without a disability, an impairment or a health condition.

## Context

Statistics Canada has a long-standing commitment to accessibility and its role in raising awareness of issues faced by Canadians with disabilities. The agency continues to contribute to awareness through the following efforts:

- The [Canadian Survey on Disability](#), conducted every five years, provides critical information about the lived experiences of Canadian youth and adults whose everyday activities are limited by long-term conditions or health problems.
- [Accessibility Statistics](#), established in 2021 through a collaboration with Employment and Social Development Canada (ESDC), provides key insights and information on Canadians with disabilities and accessibility.
- Statistics Canada’s Accessibility Measurement Framework (AMF) allows for the internal measurement of progress made against [Accessible Canada Act](#) (ACA) commitments. As a leader in accessibility, Statistics Canada partnered with the Office of Public Service Accessibility to co-

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chair a workshop on the AMF, which enabled other departments to have an equally robust measurement approach to accessibility.

- [A Federal Data and Measurement Strategy for Accessibility 2022 to 2027](#), in partnership with ESDC, allows the Government of Canada to track, measure and report on progress in all areas under the [ACA](#).
- Statistics Canada is one of nine departments or agencies that joined the Better Accommodation Project sponsored by the Deputy Minister Champion for Employees with Disabilities, Tina Namiesniowski. The objective of this one-year initiative is to drive transformative change in workplace accommodations for all federal employees with disabilities. Through this project, Statistics Canada developed step-by-step guidance to support both employees and managers through the accommodations process.

To direct the actions set out in the second edition of Statistics Canada's accessibility plan, consultations have been conducted internally and externally. The input from these consultations helps the agency carry out internal commitments, better understand the workforce and create an inclusive workplace. The consultation efforts include

- the Employee Survey on Accessibility (ESA)
- Navigating Multiple Identities: An Intersectional Study of Employment Experiences Among StatCan Employees with Disabilities and 2SLGBTQIA+ Identities
- the interdepartmental Better Accommodation Project
- An Accessible Statistics Canada: External Consultation with Canadians with Disabilities.

Finally, to keep supporting employees and progressing on its journey to becoming fully accessible, the agency continues to maintain both the Accessibility Secretariat and the Statistics Canada Accessibility Leadership Taskforce. These groups ensure that the priority areas in the [ACA](#) remain key areas of focus for the agency and that the commitments in this plan are measurable and attainable and result in a barrier-free agency.

## Introduction

For an organization to become fully accessible, accessibility must be deliberately and proactively woven into its culture. As such, the vision for *Statistics Canada: Road to Accessibility* is to build an accessibility-confident culture, where products, services, the workplace and workspaces are accessible by design.

The second edition of Statistics Canada's accessibility plan aims to ensure that all employees are supported in a barrier-free environment and that their accessibility needs are met. Covering the period of January 2026 to December 2028, the plan is intended to be evergreen. As the agency advances accessibility and inclusion, actions and commitments continue to evolve, and the plan will be updated to maintain a relevant focus on the areas that need it most.

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Accessibility barriers affect many Canadians, including those who do not identify as having a disability and those with intersecting identities. Intersectionality—how different aspects of identity influence experiences of inclusion—was central to developing this plan. To address diverse needs, Statistics Canada undertook extensive reviews and consultations, focusing on

- persons with disabilities
- members of other employment equity groups (women, visible minorities and Indigenous Peoples)
- members of equity-seeking groups (those who are Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and asexual, and those who use other terms related to gender or sexual diversity [2SLGBTQIA+]).

For additional information, refer to the [consultation](#) section.

*Statistics Canada: Road to Accessibility* is structured around the following priority areas, as described in the [ACA](#):

- employment
- the built environment
- information and communication technologies (ICT)
- communication, other than ICT
- the procurement of goods, services and facilities
- the design and delivery of programs and services
- transportation.

In the previous edition of its accessibility plan, Statistics Canada identified culture and workplace accommodations as two additional priority areas. In this plan, the agency has shifted its approach, integrating culture and workplace accommodations into every part of the plan, rather than treating them as separate priority pillars.

As part of ongoing operations, the agency will continue to host awareness sessions and training on topics such as disability confidence and accommodations, ensuring that employees can raise concerns without fear of reprisal.

Statistics Canada will continue to share best practices, including [Women and Gender Equality Canada's inclusive event planning guidelines](#) and tools developed through the Better Accommodation Project, and reinforce processes that support respectful and safe workplaces, such as the agency's workplace harassment and violence prevention process.

For more information on the desired state for each priority area, refer to [Areas described under the Accessible Canada Act in Statistics Canada: Road to Accessibility, 2023-2025](#). Each priority area in this plan is described in detail, including

- identified barriers (following consultations mentioned earlier)
- actions and commitments to address the identified barriers
- leads responsible for each area.

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## Areas described under the *Accessible Canada Act*

### Employment

For employment to be accessible at Statistics Canada, the agency must ensure that employees with disabilities and those experiencing barriers are supported throughout their employment journey. From recruitment and hiring to onboarding and career progression, all employees must be supported to reach their full potential.

For the last eight quarters (2023 to 2025), persons with disabilities have consistently represented 10.7% to 11.1% of the workforce at Statistics Canada, surpassing the workforce availability benchmark of 8.7%. The agency remains dedicated to continuing its efforts to recruit, retain and support persons with disabilities.

#### **Barriers**

The following barriers have been identified at Statistics Canada:

- **Lack of knowledge on accessible and inclusive hiring and management practices:** Managers lack information, resources and knowledge on how to hire, support and promote persons with disabilities. Managers are not equipped to act in cases where persons with disabilities face harassment or discrimination.
- **Stigma and attitudinal barriers:** Some employees face persistent stigma and ableist assumptions regarding their ability to do their job or regarding their accommodation needs. Some persons with disabilities fear for their safety and are concerned about being discriminated against when seeking work, learning and promotional opportunities.
- **Inflexible and complex staffing tools and processes:** Some tools and processes used for recruitment and staffing, such as job posters and assessment tools, are in inaccessible formats and cannot accommodate diverse needs. Information or wording on posters may be confusing, and, as a result, employees with disabilities may not apply for new or promotional opportunities. Once appointed, many persons with disabilities face additional barriers when required to fulfill official language requirements and may face challenges in obtaining accessible language training.

#### **Actions**

To address employment barriers, the agency is committed to undertaking the following actions.

##### **Lack of knowledge on accessible and inclusive hiring and management practices**

- Offer relevant accessibility training to encourage leadership and hiring managers to consider inclusive and flexible working conditions.

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- Communicate performance management guidance (aligned with clause [13.4 of Accessibility Standards Canada's employment regulations](#)).

## **Stigma and attitudinal barriers**

- Develop and implement an anti-ableism policy (refer to [18. Annex D: Anti-ableism policies of Accessibility Standards Canada's employment regulations](#)), in collaboration with the Accessibility Secretariat.
- Communicate onboarding process guidance (aligned with clause [12.5 of Accessibility Standards Canada's employment regulations](#)).
- Communicate retention and career development best practices (aligned with clauses [13.2](#) and [13.3 of Accessibility Standards Canada's employment regulations](#)).

## **Inflexible and complex staffing tools and processes**

- Continue to incorporate plain language principles in job posters, letters of offer and communications.
- Align recruitment, interviews, assessments and hiring practices with clauses [12.1 to 12.4 of Accessibility Standards Canada's employment regulations](#).
- Include a standardized paragraph on accessibility, diversity and inclusion commitments in all job posters, as tested in the Better Accommodation Project.
- Launch a study to analyze the connections between the ACA, the *Official Languages Act* and the *Indigenous Languages Act* (in collaboration with the Accessibility Secretariat).

## **Roles and responsibilities**

The Workforce Strategy and Services Division is responsible for making resources and tools related to the employment pillar available. It is supported by the Learning and Development team, Corporate Staffing, hiring managers, the Official Languages Policy and language training teams, selection board members, and human resources advisors.

## **Built environment**

An accessible built environment at Statistics Canada is one where workspaces and the work environment are accessible to all. On-site work environments used by employees are accessible by design, and the agency provides support to all employees in setting up telework spaces that are inclusive by design.

## **Barriers**

The following barriers have been identified at Statistics Canada:

- **Persons with disabilities feel their concerns are insufficiently considered:** Persons with disabilities and those who experience accessibility barriers in the workplace feel that they are not consistently considered in building design.

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- **Reactive approach to accessibility standards:** Statistics Canada follows Public Services and Procurement Canada (PSPC) standards for building design. These standards tend to result in accessibility barriers reported through official feedback mechanisms.

## Actions

To address these barriers, the agency is committed to undertaking the following actions.

### Persons with disabilities feel their concerns are insufficiently considered

- Launch awareness campaigns with divisional partners for all employees (in the National Capital Region [NCR] and the regions) to learn best practices to share office spaces in an accessible and inclusive manner.
- Deliver quarterly updates on the built environment to the Persons with Disabilities Committee and consider its recommendations.

### Reactive approach to accessibility standards

- Consider and apply the recommendations in the [Accessible design for the built environment](#) report to include updated signage, review the accessibility of facilities and update the emergency protocol. Actions will be completed in collaboration with property managers and other partners for all Statistics Canada buildings.

## Roles and responsibilities

The Security and Facilities Division is responsible for making resources and tools related to the built environment pillar available. It works in close collaboration with the Occupational Health and Safety team. It is the responsibility of all employees to report accessibility barriers and ensure that the agency's built environment is accessible to all.

## Information and communication technologies

For ICT to be accessible at Statistics Canada, information technology (IT) products must be usable and accessible by everyone. Whether it is software development, infrastructure support, platform operations, service request fulfillment, IT asset management, cloud environments or offsite support, all ICT needs to be accessible.

## Barriers

The following barriers have been identified at Statistics Canada:

- **Knowledge gaps within the IT team:** IT employees are missing opportunities to best support and adapt their work for persons with disabilities and employees experiencing barriers. They must also improve their understanding of how accessibility can be incorporated in their everyday work.
- **Inconsistent accessibility consideration:** At the time of purchase or creation, IT products and services do not prioritize accessibility. This

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results in the purchase of inaccessible products and services when barriers could have been signalled at the very beginning.

- **Inaccessible IT products:** There are existing IT products that do not meet the accessibility needs of Statistics Canada employees and Canadians.

## **Actions**

To address IT barriers, the agency is committed to undertaking the following actions.

### **Knowledge gaps within the IT team**

- Provide software developers and the IT Operations Services Division with relevant accessibility training to embed accessibility in development and support.
- Build accessibility-forward thinking into the IT workplace culture.
- Publish documents on digital accessibility requirements and best practices in the Repository of Engineering Policies.

### **Inconsistent accessibility consideration**

- Propose solutions for inaccessible software used by all employees (e.g., the Time Management System and the service request system [BMC Helix]).
- Raise awareness of the importance of proactive accessibility considerations early in project planning to senior management, business partners and product teams (supported by the Accessibility Secretariat).

### **Inaccessible IT products**

- Launch tools (automated and manual) that teams can use to assess their digital products and meet accessibility standards.
- Support new and updated web pages, web applications, mobile apps and digital documents to ensure that they comply with legislated standards and regulations. This applies internally and externally.
- Establish accessibility accountability within existing IT governance structures, including regular compliance reporting to senior management.

## **Roles and responsibilities**

The Digital Strategy, Planning and Enablement Division is responsible for making resources and tools related to the ICT pillar available. The division is supported by the Centre of Expertise on Accessibility team.

## Communication, other than information and communication technologies

To be accessible, communications provided, sent or received by Statistics Canada must be clear, direct and easy to understand. They should meet the needs of employees and Canadians.

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## Barriers

The following barriers have been identified at Statistics Canada:

- **Communicated information that is inconsistently accessible:** Internal communication products do not always comply with the information accessibility needs of all users. Some corporate communication products, such as PowerPoint presentations and briefing documents, are developed and shared in inaccessible formats or contain elements that are not accessible.
- **Inconsistent knowledge of accessible communications design among communicators:** Some communication officers are more aware of accessibility best practices than others.

## Actions

To address these barriers, the agency is committed to undertaking the following actions.

### **Communicated information that is inconsistently accessible**

- Ensure that all internal communications employees take the Making Documents Accessible (INC1-V46) training to ensure that document accessibility is consistent.
- Consider the use of inclusive language, with a focus on eliminating ableist, racist, colonialist and gendered terminology (in collaboration with the Accessibility Secretariat).
- Implement plain language considerations throughout new statistical data releases.

### **Inconsistent knowledge of accessible communications design among communicators**

- Promote plain language training and best practices for all employees and ensure that all internal and external website pages are accessible, consistent and written in plain language.
- Share accessibility best practices regularly with all staff, taking into consideration different learning styles.
- Ensure the mandatory use of the Statistics Canada PowerPoint template for all internal and external presentations.

## Roles and responsibilities

The Communications and Engagement Branch is responsible for making resources and tools related to the communications pillar available. All Statistics Canada employees are responsible for communicating in a fully accessible manner.

## Procurement of goods, services and facilities

Accessible procurement at Statistics Canada involves centralizing purchases—including computer software, hardware and various external professional services—while consistently prioritizing accessibility.

## Barriers

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The following barriers have been identified at Statistics Canada:

- **Government of Canada centralized programs and policies:** Some policies and purchases that affect Statistics Canada’s accessibility are implemented through pre-established methods that fall under the responsibility of PSPC and Shared Services Canada. In addition, Statistics Canada occasionally renews licences for software that is inaccessible but necessary for the delivery of its core services.
- **Ever-changing landscape of accessibility:** Accessibility is an evolving field with frequent updates—especially in the world of procurement.
- **Procurement process that can cause future accessibility barriers:** When the procurement process does not thoroughly consider accessibility at every step, it can cause accessibility barriers down the line.

## Actions

To address these barriers, the agency is committed to undertaking the following actions.

### Government of Canada centralized program and policies

- Collaborate with PSPC and Shared Services Canada to address outstanding accessibility barriers and initiate changes in procurement policies.

### Ever-changing landscape of accessibility

- Maintain membership in the Government of Canada’s Agents of Change for Accessible Procurement working group and implement its recommendations.
- Ensure that ICT procurement meets Web Content Accessibility Guidelines 2.1 AAA requirements and [Accessibility Standards Canada's ICT accessibility standard](#) (in particular clauses 4 to 13).
- Ensure that the procurement process follows federal guidelines, including the [Procurement page in the Digital Accessibility Toolkit](#) and Accessibility Standards Canada’s [Procurement of goods, services, and facilities standard](#).

### Procurement process that can cause future accessibility barriers

- Raise awareness with clients and project managers of the importance of accessibility (in collaboration with the Accessibility Secretariat).
- Ensure statements of work are fully compliant with accessible document standards (in collaboration with ICT).

## Roles and responsibilities

The Procurement, Financial Systems and Internal Controls Division is responsible for making resources and tools related to the procurement of goods, services and facilities pillar available.

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## Design and delivery of programs and services

To be accessible, the development and delivery of surveys, programs and services at Statistics Canada must be inclusive and accessible by design to meet the needs of Canadians and employees.

### Barriers

The following barriers have been identified at Statistics Canada:

- **Inaccessible tools, products and services:** Legacy internal tools (Time Management System, Internal Communications Network, etc.) and external tools can be difficult to navigate and create accessibility issues. Requests for accessibility exemptions for inaccessible or non-compliant surveys have also increased.
- **Perceived incompatibility issues between survey quality and accessibility:** There are challenges in balancing statistical data quality and accessible questionnaire design. There are also challenges when it comes to funding and resources for accessibility testing.
- **Statistical products and services that do not reflect the needs of all Canadians:** Insufficient intersectional data are available in a clear and accessible manner, and content readability continues to be a challenge. Some Canadians report difficulty understanding how to request data from Statistics Canada. Little plain language content is available.

### Actions

To address these barriers, the agency is committed to undertaking the following actions.

#### **Inaccessible tools, products and services**

- Review and improve internal tools (such as the Time Management System and the Internal Communications Network) to ensure that they meet accessibility best practices. Replace inaccessible systems as needed.
- Streamline and modernize key portions of the Statistics Canada external website to ensure that the design is simple and accessible.
- Continue to review and advise on accessible product development.

#### **Perceived incompatibility issues between survey quality and accessibility**

- Implement an automated quality assurance review tool and automated accessibility testing prior to the manual testing of survey questionnaires.
- Pilot a framework for accessible electronic questionnaire development.
- Increase internal collaboration and awareness of accessible design and quality with new tools and training.

#### **Statistical products and services that do not reflect the needs of all Canadians**

- Present content in ways that consider multiple learning and information processing styles.

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- Implement plain language considerations throughout new data releases (led by the Communications and Engagement Branch).

## **Roles and responsibilities**

The Digital Solutions Field's Dissemination team is responsible for making resources and tools related to the design and delivery of programs and services pillar available.

## Transportation

All individuals—regardless of ability—must be able to travel to, from and within Statistics Canada buildings and workplaces without barriers. Accessibility is integrated into all transportation planning, infrastructure and decision-making processes, ensuring a fully inclusive environment. This includes providing transportation options and support that proactively address and meet the diverse accessibility needs of employees and visitors.

### **Barriers**

The following barriers have been identified at Statistics Canada:

- **Inconsistently accessible pathways:** Employees face challenges because of obstructions on ramps, in entrances and on pathways. These barriers are further increased by inadequate signage and inconsistent wayfinding tools, which limit safe and accessible navigation throughout the buildings.
- **Lack of emphasis on accessibility considerations when booking business trips:** Employees are not consistently aware of how to communicate accessibility needs for business travel. If these needs are communicated, they can be addressed inconsistently or result in communication errors, which can hinder employees' ability to participate fully in work-related travel.

### **Actions**

To address these barriers, the agency is committed to undertaking the following actions.

#### **Inconsistently accessible pathways**

- Inform employees using the Statistics Canada alert system when entrances are closed and provide alternative accessible entrances.
- Ensure pathways meet the specifications and requirements of [Accessible design for the built environment](#) through collaboration with key stakeholders.

#### **Lack of emphasis on accessibility considerations when booking business trips**

- Update business travel guidelines and procedures to systematically incorporate accessibility requirements when planning and scheduling all business trips.

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- Report issues with accessibility needs compliance for business travel and inform the Centre of Expertise in Travel.

## Roles and responsibilities

The Financial Operations Division, supported by the Security and Facilities Division, is responsible for making resources and tools related to the transportation pillar available.

## Consultation

Consulting employees and Canadians is a critical part of Statistics Canada's approach to accessibility. For the second iteration of *Statistics Canada: Road to Accessibility*, the agency consulted employees and Canadians who use its products and services. These consultations helped to identify accessibility barriers and informed actions for the 2026-to-2028 period.

## An Accessible Statistics Canada: External Consultation with Canadians with Disabilities

Statistics Canada held a consultation to gain deeper insight into the perspectives of individuals with lived experiences of disability, as well as the perspectives of external partners and stakeholders. The objective was to identify ways in which Statistics Canada can enhance the accessibility of its products and services and improve its hiring practices.

- **Method:** Group discussions were held with organizations supporting persons with disabilities and individuals with direct experience of disability.
- **Participants:** There were 50 individuals and 43 organizations, including advocacy groups, support services, researchers and community organizations. Overall, 48 non-government organizations, 10 government organizations, 4 academic institutions and 1 business were consulted.

## Employee Survey on Accessibility

The ESA was conducted with all Statistics Canada employees. It built on the Engaging (Dis)Ability Innovation study conducted in 2022. This iteration of the survey aimed to identify workplace accessibility barriers and assess their impact on employee well-being and performance.

- **Timing:** The online survey was conducted over one month at the end of the 2024/2025 fiscal year.

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## Navigating Multiple Identities: An Intersectional Study of Employment Experiences Among StatCan Employees with Disabilities and 2SLGBTQIA+ Identities

In 2025, Statistics Canada launched a voluntary questionnaire for employees who identify as having a disability and as being part of the 2SLGBTQIA+ population.

- **Participants:** Among employees, 128 expressed interest and 24 qualified and participated (out of a hypothesized 30 potential participants).
- **Eligibility:** Participants needed to be persons with disabilities or who experienced accessibility barriers and also identify as 2SLGBTQIA+.
- **Key findings:**
  - Most participants reported mental health or neurodiversity-related disabilities.
  - Many noted microaggressions, discrimination or misgendering in the workplace.
  - Concerns were raised about barriers in the built environment.
- This consultation highlighted two urgent needs:
  - Reduce fear in the workplace.
  - Offer a more accommodating work environment.

## Better Accommodation Project

The Better Accommodation Project is a one-year initiative sponsored by the Deputy Minister Champion for Employees with Disabilities, Tina Namiesniowski. Its goal is to transform the accommodation process for federal employees with disabilities across the public service.

- **Participation:** Over 300 Statistics Canada employees took part in various stages of the evaluation.
- **Key finding:** Employees and managers often struggle to find reliable information about accommodations and the processes to obtain them.
- **Action:** Statistics Canada is drafting two comprehensive, step-by-step accommodation guides, one for employees and one for managers.

## Public Service Employee Survey

The 2024 Public Service Employee Survey (PSES) measured federal employees' opinions on engagement, leadership, workplace well-being and more. The data gathered from this survey influenced the commitments made in this plan. PSES data also inform how progress on accessibility is measured.

- **Statistics Canada response rate:** The response rate was 60.7% overall.
- **Persons with disabilities:** Persons with disabilities had a 92% response rate—the highest among all employment equity groups.

# Statistics Canada: Road to Accessibility

## Official accessibility feedback

Since Statistics Canada launched its first accessibility plan, employees and users of the agency's products and services have shared feedback. Over three years, **43 feedback submissions** were received, and each was reviewed and addressed:

- **Year 1:** 17 submissions about accessible documents, office spaces and building access
- **Year 2:** 19 submissions about accessible documents, office spaces and building access
- **Year 3:** 7 submissions about accommodation, accessible desks and camera setups.

Most feedback came from the NCR and was often related to construction at Tunney's Pasture and new office spaces. Communication tools, especially PDFs, were another common topic, but issues in this area have decreased over the past year, showing progress. The feedback received in the past three years helped shape the priorities outlined in this plan.

## Statistics Canada's accessibility commitment

Statistics Canada is committed to preventing, identifying and removing accessibility barriers. The accessibility plan will serve as a framework to ensure that the agency's services, products and facilities are accessible to its employees and the public it serves. Employees need to be able to function effectively, and clients need to receive timely, high-quality services in a way that works for them.

To implement the plan, the agency will continue to work with persons with disabilities and partners to prioritize its commitments. Statistics Canada will update its implementation and delivery plans to reflect lessons learned, ongoing research, best practices and new standards or requirements. As required by the Accessible Canada Regulations, the agency will submit an annual progress report on the implementation of the accessibility plan and publish updates online.

As the public service undergoes a period of transition to address evolving priorities and economic challenges, accessibility remains an important focus for Statistics Canada. The agency is committed to supporting accessibility initiatives and meeting its legislative obligations in this area. The accessibility plan, feedback mechanisms and performance measurement strategies demonstrate the agency's dedication to delivering tangible results for all Canadians, especially those with disabilities. Through ongoing design, planning, implementation, reflection and improvement, Statistics Canada aims to be a barrier-free agency by 2040 and provide an inclusive, accessible workplace to everyone.

Accessibility is everyone's responsibility, and you can help shape Statistics Canada's accessibility commitment. We invite your comments and

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suggestions as we travel the road to accessibility together. We all must take part in ensuring the future state of accessibility at Statistics Canada.

# Statistics Canada: Road to Accessibility

## Annex A: Acronyms

- 2SLGBTQIA+: Those who are Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and asexual, and those who use other terms related to gender and sexual diversity
- ACA: Accessible Canada Act
- AMF: Accessibility Measurement Framework
- ASL: American Sign Language
- EARB: Enterprise Architecture Review Board
- ESA: Employee Survey on Accessibility
- ESDC: Employment and Social Development Canada
- ICT: Information and communication technologies
- IT: Information technology
- LSQ: Langue des signes québécoise
- NCR: National Capital Region
- PSES: Public Service Employee Survey
- PSPC: Public Services and Procurement Canada

# Statistics Canada: Road to Accessibility

## Annex B: Measurement framework

Statistics Canada has updated the indicators it uses to measure progress. These indicators include internal data, training data from the Canada School of Public Service and results from the Public Service Employee Survey (PSES). Part of the evaluation looks at human resources data to compare employees who self-identify as having a disability with those who do not.

While Statistics Canada is working to capture data from past years, some results listed below will serve as a baseline for future reporting. Some indicators—or parts of indicators—are still being developed and will be reported once data become available.

### Employment

- In the second quarter of 2025/2026, the workforce availability benchmark for persons with disabilities was 8.6%, while their representation rate at Statistics Canada was 10.4% (source: Human Resources Business Intelligence).
- In 2024, **62% of employees with disabilities** said they received the training they needed to do their job (58% in 2022 and 66% in 2020). For employees without disabilities, the numbers were 71% in 2024, 67% in 2022 and 72% in 2020 (source: PSES).
- In 2024, **63% of employees with disabilities** felt valued at work (68% in 2022 and 66% in 2020). For employees without disabilities, the numbers were 74% in 2024, 76% in 2022 and 79% in 2020 (source: PSES).
- In 2024, **78% of employees with disabilities** said everyone in their work unit was accepted as an equal team member (84% in 2022 and 79% in 2020). For employees without disabilities, the numbers were 85% in 2024, 88% in 2022 and 86% in 2020 (source: PSES).
- In 2024, **43% of employees with disabilities** said they had opportunities for promotion (54% in 2022 and 47% in 2020). For employees without disabilities, the numbers were 55% in 2024, 62% in 2022 and 64% in 2020 (source: PSES).
- In 2024, **47% of employees with disabilities** said their workplace was psychologically healthy (54% in 2022 and 62% in 2020). For employees without disabilities, the numbers were 67% in 2024, 68% in 2022 and 76% in 2020 (source: PSES).
- In 2024, **77% of employees with disabilities** felt their ideas and opinions were valued by coworkers (84% in 2022 and 83% in 2020). For employees without disabilities, the numbers were 84% in 2024 and 89% in both 2022 and 2020 (source: PSES).
- In 2024, **46% of employees with disabilities** said accessibility issues affected their career progress, compared with 11% of employees without disabilities (source: PSES).

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- In 2024, **55% of employees with disabilities** said accommodation issues affected their career progress, compared with 22% of employees without disabilities (source: PSES).
- In 2024, **69% of employees with disabilities** felt their department treated them with respect (68% in 2022 and 79% in 2020). For employees without disabilities, the numbers were 82% in 2024, 81% in 2022 and 91% in 2020 (source: PSES).
- In 2024, **75% of employees with disabilities** said they felt comfortable asking their supervisor for accommodation (79% in 2022 and 75% in 2020). For employees without disabilities, the numbers were 85% in 2024 and 87% in both 2022 and 2020 (source: PSES).
- In 2024, **72% of employees with disabilities** were satisfied with the accommodation measures provided (73% in 2022 and 84% in 2020). For employees without disabilities, the numbers were 76% in 2024, 81% in 2022 and 88% in 2020 (source: PSES).

### Built environment

- In 2024, **58% of employees with disabilities** said their physical environment (office or workspace) was suitable for their job requirements (52% in 2022 and 74% in 2020). For employees without disabilities, the numbers were 64% in 2024, 61% in 2022 and 77% in 2020 (source: PSES).
- In 2024, it took 30 days on average to receive an accommodation, compared with 33 days in 2023 and 54 days in 2022. Note that tracking methods changed, and results are not fully comparable (source: Centre for Ergonomic and Technological Solutions).

### Information and communication technologies

- Number of products assessed for accessibility compliance (source: internal tracking)
- Number of information technology (IT) staff who have completed role-based training in alignment with the regulations (source: internal training records)
- Percentage of projects approved by the Enterprise Architecture Review Board (EARB) during the reporting period that included detailed accessibility plans and considerations (source: EARB records)
- Number of BMC Helix requests under the "Accessible IT request" category that have been fulfilled (source: IT service tracking)

### Communication, other than information and communication technologies

- In 2023/2024, nine promotional pieces were shared with Statistics Canada employees to encourage the use of accessible communication tools (source: communications administrative data).
- In 2023/2024, one awareness session on plain language was delivered (source: communications administrative data).

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## Procurement of goods, services and facilities

- Among procurement employees, 100% have completed mandatory accessibility purchase training (source: procurement administrative data).
- Among randomly selected contracts managed and evaluated by Statistics Canada, 100% met accessibility requirements and standards and could be validated against them (source: procurement administrative data).

## Design and delivery of programs and services

- Accessibility reviews conducted on public-facing programs and services (source: dissemination monthly tracking):
  - 2020/2021: 98
  - 2021/2022: 146
  - 2022/2023: 136
  - 2023/2024: 63
- Accessibility reviews conducted on internal and agency-facing programs and services (source: dissemination monthly tracking):
  - 2021/2022: 21
  - 2022/2023: 23
  - 2023/2024: 29
- American Sign Language (ASL) or langue des signes québécoise (LSQ) video page views (source: Statistics Canada Adobe Analytics):
  - 2021/2022: 6,822
  - 2022/2023: 15,134
  - 2023/2024: 13,100
- ASL or LSQ videos played to completion (source: Statistics Canada Adobe Analytics):
  - 2021/2022: 4,037
  - 2022/2023: 6,599
  - 2023/2024: 5,254